

# JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Product Support Engineer</b> (Ref: )
<b>DEPARTMENT</b>	<b>Product Support</b> (Cost Code: 50)
<b>REPORTING TO</b>	<b>Product Support Manager</b>
<b>HOURS OF WORK</b>	<b>37.5 HOURS PER WEEK</b>
<b>SALARY</b>	<b>Dependent on Experience</b>

<b>JOB SUMMARY</b>	<p><b>To support dealers, distributors and customers via a multitude of channels including tickets, telephone, e-mails, and social media.</b></p> <p><b>To ensure that customers are given a world class support for Allen &amp; Heath products.</b></p>
<b>KEY DUTIES</b>	<p>To provide the required technical support to customers.</p> <p>To interpret technical information into practical information for customers at different levels of ability and understanding. This can take the form of knowledgebase articles, user documentation, and tutorial videos.</p> <p>To gather, collate and interpret user and product issues, operational and product failures, and feed back any relevant matters in an effective manner.</p> <p>To administer and facilitate the return of items to the relevant channels, in and out of warranty.</p> <p>To provide technical back-up to the sales team where necessary including identification of part numbers and spares for given customer requirements.</p> <p>To provide data related to technical support activity for the purposes of reporting.</p> <p>To handle customer complaints.</p> <p>To provide limited weekend and out of hours support as agreed with the line manager.</p> <p>To be available for field visits or training where necessary.</p> <p>To author and curate the technical resources of the Allen &amp; Heath product range including diagrams, technical bulletins, parts identification documents, disassembly procedures and service manuals.</p>

# PERSON SPECIFICATION

<b>QUALIFICATIONS</b>	Audio and Music Technology Degree or other suitably equivalent qualification or level of knowledge	<b>Essential</b>
<b>EXPERIENCE</b>	<p>Extensive knowledge of Microsoft Office</p> <p>Well-developed communication, writing and formatting skills</p> <p>Understanding of audio technology and applications</p> <p>IT networking skills</p> <p>Knowledge of Dante/Waves Soundgrid applications</p>	<b>Essential</b>
	<p>Previous experience in customer services or technical support</p> <p>Previous experience in writing product documentation</p> <p>Basic understanding of electronics</p> <p>Knowledge of social media platforms</p> <p>Use of AutoCad, Microsoft Visio, Adobe Acrobat</p> <p>Experience as a sound engineer / operator</p> <p>Experience of working in the pro audio industry</p> <p>Project Management experience</p> <p>Video editing and production skills</p>	<b>Desirable</b>
<b>ATTRIBUTES</b>	<p>High degree of accuracy and attention to detail</p> <p>Ability to multi-task and manage multiple projects simultaneously</p> <p>Ability to work out of hours and at weekends</p> <p>Language skills other than English</p>	<p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Essential</b></p> <p><b>Desirable</b></p>
<b>DISPOSITION</b>	Individual should be a self-starter, willing to work autonomously in a flexible work environment	<b>Essential</b>